

The Flow System – Complex Decision Making (CT-M5)

Syllabus

Description of Course

The Complex Decision Making (CT-M5) master course is the fifth and final course in the complexity thinking master track. This course is an applications course where participants will apply complex techniques to a real-world problem that currently exists in the workplace for each participant. This course draws on the knowledge gained from the previous complexity thinking courses (CT-M1 through CT-M4), requiring participants to apply their new knowledge.

Duration of Training

The Complex Decision Making (CT-M5) course requires 16 hours of training and can be taken as a two-day in-person training session, an online live virtual class, or as an asynchronous self-paced online training using The Flow System's learning management system (LMS). This course can be taught publicly or privately to any organization.

Participants must complete the training before receiving a code allowing them to take the Complex Decision Making (CT-M5) assessment for accreditation. The fee for the assessment is included in the course fee for training attendees.

At the master's level, participants will demonstrate an ability to apply the new knowledge and complete an online assessment. The master's level courses' application portion will be reviewed by peers and industry experts in their chosen field.

Participants who attend the training will have two attempts at the Complex Decision Making (CT-M5) assessment. Participants who wish to forgo the training and jump straight to the assessment may do so but must first buy a code and will only have one attempt as opposed to two for people taking the training. You can buy a code below by clicking 'Take Assessment.'

Objectives of Course

This course is structured for participants to apply their knowledge gained from the previous four complexity theory courses (CT-M1 through CT-M5). Participants will achieve the following objectives:

- Define a problem, its context, constraints, and boundaries
- Utilize the Cynefin framework to map the problem
- Define each of the decision points for the problem
- Explain the necessary steps to achieve a state of order
- Design a complex facilitation session to analyze the problem
- Explain the sensemaking process in analyzing the problem
- Final project - present the problem and potential solution

Outline of Course

- Introductions
- Overview (TFS, Customer 1st, Complexity Thinking)
- Define Problem
- Define Boundaries, Context, Constraints
- Define Decision Points
- Design a complex facilitation session
- Sensemaking
- Project Presentation

The Flow System Advanced Accreditation

Participants completing the Foundations (FS-1) training (in-person) or the Foundations (FS-1) course (online), or those who wish to only take the Foundations accreditation exam without participating in training or an online course, can take the exam at any time. Participants who complete training (face-to-face or online) will have two attempts at the exam. Participants who wish to forgo any training may do so and pay to take the exam. Participants who skip any training will have one chance to pass the exam. Upon passing the Foundations Exam, participants will receive a Certification of Completion for The Flow System Foundations Course. Once a Certification of Completion for The Flow System Foundations Course has been obtained, participants can continue to any of the Advanced Courses (see Figure 1). The Flow System Training Map can be found in Figure 1 provided below.

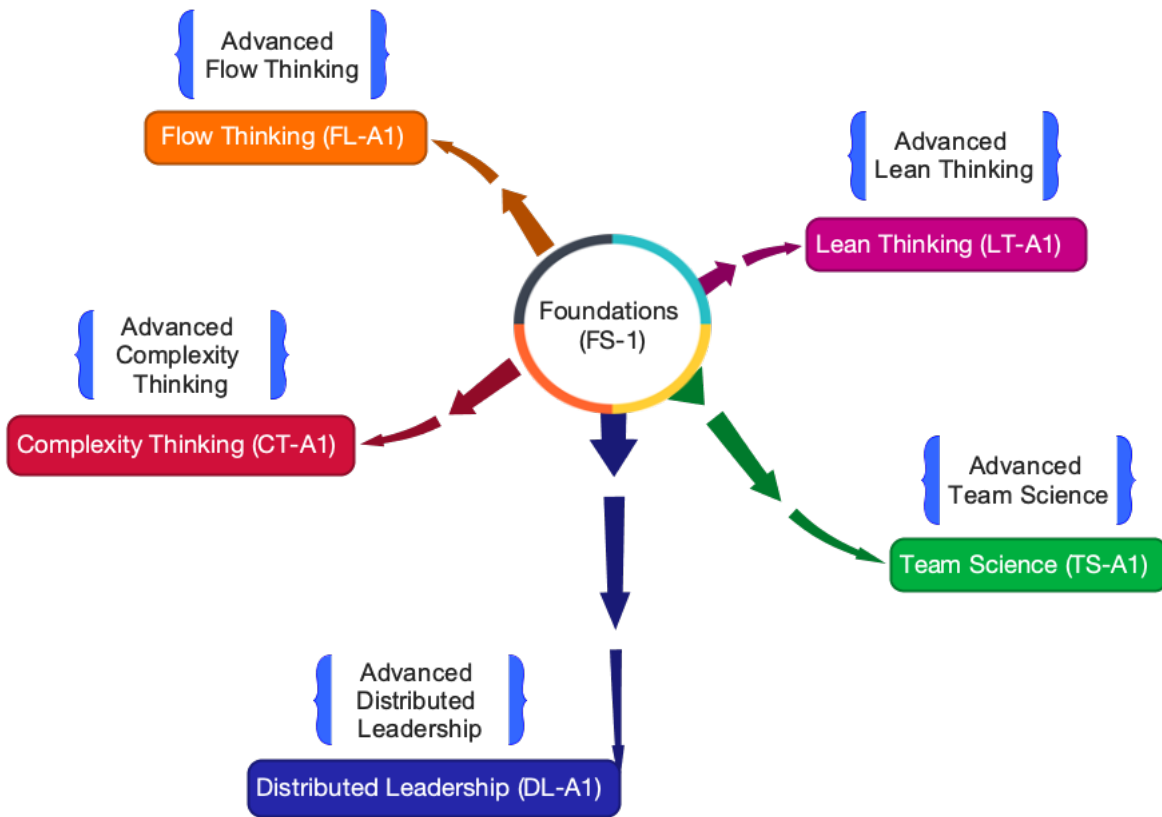


Figure 1: The Flow System Foundations and Advanced Courses

The Flow System Masters Accreditation

There are a total of five master level accreditations to choose from, one to accompany each advanced course. Once the foundations course (FS-1) and the selected advanced course has been successfully completed and the accreditation exam passed, participants can continue to take courses at the master level within the chosen advance track. Participants can only continue to the master level courses after achieving the appropriate advanced accreditation. For example, before taking any of the complexity thinking master level courses (CT-M1 through CT-M5), the foundations (FS-1) and complexity thinking advance (CT-A1) courses must first be successfully completed.

The master level courses for the Complexity Thinking track include the following courses:

- Complexity Thinking (CT-M1)
- Cynefin Framework (CT-M2)
- Complex Facilitation Techniques (CT-M3)
- Advanced Cynefin Framework (CT-M4)
- Complex Decision Making (CT-M5)

A master level accreditation in Complexity Thinking will include the following path:

1. Mastery Complexity Thinking Accreditation
 - a. Accredited in the Foundations (FS-1) course
 - b. Accredited in the Complexity Thinking (CT-A1) Advanced course
 - c. Successful completion of all 5 Mastery Complexity Thinking courses
 - i. Complexity Thinking (CT-M1)
 - ii. Cynefin Framework (CT-M2)
 - iii. Complex Facilitation Techniques (CT-M3)
 - iv. Advanced Cynefin Framework (CT-M4)
 - v. Complex Decision Making (CT-M5)
 - d. Pass Mastery Complexity Thinking Accreditation Exam

Courses	Course Completion & Exam	Accreditation
Foundations Course		Foundations Accreditation
Advanced Course Complexity Thinking		Advanced Complexity Thinking Accreditation
Mastery Complexity Thinking Courses: CT-M1 + CT-M2 + CT-M3 + CT-M4 + CT-M5		Mastery Complexity Thinking Accreditation

Trainers

The Flow System Foundations Course (in-person) will be administered by the co-creators of The Flow System and/or by certified TFS trainers. The online courses will only be administered and monitored by the co-creators of The Flow System. All trainers are considered experts in their field of practice/study and have a command of the materials that are presented in The Flow System Foundations Course.

Recommended Readings

The Flow System Reading Materials include 1) *The Flow System: The Evolution of Agile and Lean Thinking in an Age of Complexity*; 2) *The Flow System Guide*; 3) *The Flow System: Key Principles and Attributes*; and 4) *Cynefin: Weaving sense-making into the fabric of our world*.

- 1) *The Flow System: The Evolution of Agile and Lean Thinking in an Age of Complexity*

Available from Amazon.

Hardback:

<https://amzn.com/1680400584/>

Kindle:

<https://amzn.com/B08NXPGMSC/>

- 2) *The Flow System Guide*

Available online (free)

<https://flowguides.org/index.php>

Amazon book (print-to-order)

<https://amzn.com/B085KN39FP>

Amazon Kindle Format

<https://amzn.com/B085PQFXFN/>

- 3) *The Flow System: Key Principles and Attributes*

Amazon book (print-to-order)

<https://amzn.com/B085DQB92N/>

Amazon Kindle Format

<https://amzn.com/B085DHFNMT/>

4) *Cynefin: Weaving sense-making into the fabric of our world*

Cognitive Edge Resource Page

<https://www.cognitive-edge.com/cynefin-weaving-sense-making-into-the-fabric-of-our-world/>

Amazon Kindle Format

<https://www.amazon.com/Cynefin-Weaving-Sense-Making-Fabric-World-ebook/dp/B08LZKDCYM>